

Director of Artistic Operations

Job category: Managerial

Organisation/company: Kansas City Symphony

Location: Kansas City, USA

Contract: Full time

Salary: To be reviewed in personal interview

Deadline:

The Director of Artistic Operations is a member of the Symphony's management team and supervisor of the Artistic Operations department, reporting to the General Manager. He/she is responsible for managing the effective and efficient production of all Kansas City Symphony performances, rehearsals, auditions, education/outreach events, and personnel activities. He/she ensures compliance with all terms of the Collective Bargaining Agreement and creates a positive work environment conducive to the highest artistic and professional standards.

The Director of Artistic Operations implements all artistic and production activities and will have the following primary responsibilities:

- Guide, direct, and set tone for Artistic Operations department staff.
- Ensure operations staff has appropriate resources and information to complete tasks and projects successfully; provide on-going evaluation relative to professional development for each staff member.
- Communicate with staff regarding programs and provides input and/or proofreading for marketing materials.
- Prepare, monitor, and be accountable for the operations department's budgets, ensuring financial guidelines and processes are adhered to in a timely and accurate fashion.
- Ensure that the orchestra's schedule maximizes opportunities for revenue and artistic achievement.
- In consultation with General Manager, negotiate artists' fees and riders within budget and feasibility parameters; ensure contractual obligations are adhered to with an emphasis on enabling the best possible performances.
- In consultation with General Manager, coordinate programming for touring, run-out and paid fee activities, ensuring smooth logistics for touring and run-out programs while building positive relationships with presenters.
- Responsible for maintaining the Orchestra's master schedule of rehearsals, concerts, and events for all of the performance venues while ensuring compliance with all facets of the Collective Bargaining Agreement. Responsible for communicating schedules and other operational details to musicians, staff, and all other appropriate parties.
- Under the supervision of the General Manager, prepare and monitor the budget of the Artistic Operations department, to include monthly forecasting of revenues and expenses to ensure compliance with established budgets.
- Along with the General Manager and Personnel Manager, serve as a primary liaison for various union organizations affiliated with the Kansas City Symphony.
- Develop and implement systems such as concert production checklists for each concert and coordinate concert duty schedules for the entire Artistic Operations' department. Share concert duty with Artistic Operations staff.

- Serve as a staff liaison to the Lyric Opera, Kansas City Ballet, and presenting organizations for fee processing, travel logistics, and program information distribution. as well as track audience attendance statistics for grant purposes.
- Work with the General Manager in the procurement and development of run-out, tour, and fee concerts and play a leading role in the development and execution of new concert initiatives both in Kansas City and regionally.
- Serve as management liaison, participate in meetings with KCS Musicians' Committee and Artistic Leadership Committee, and also serve on team for collective bargaining. Conduct or supervise research necessary for union negotiations.
- Other duties as assigned.

Supervisory Responsibilities:

The Director of Artistic Operations manages the Artistic Operations staff (Operations Manager, Personnel Manager, Assistant Personnel Manager, Education Manager, and Artistic Operations Administrator), stage manager(s), technical crews, security and paid/volunteer ushers. This position is responsible for the overall direction, coordination, and evaluation of these constituents in accordance with the organization's policies and work rules.

Position Requirements:

The ideal candidate will demonstrate a progressive career which includes an appropriate combination of the following:

- A relevant post-secondary degree, business management training or equivalent experience with a minimum of five years experience working for an orchestra
- Extensive knowledge of orchestral, opera and chamber repertoire as well as knowledge of artist, conductors, artists' agencies in the symphony orchestra industry
- Strong planning, organizational, and budgeting skills
- Experience in labor relations particularly as it applies to AFM collective bargaining agreements
- The ability to anticipate problems and to resolve conflicts in a timely and productive manner
- An understanding of a symphony orchestra culture
- Sound leadership and supervisory skills along with proven teamwork abilities
- Superior time management and prioritization skills

Prime Skills and Desired Attributes:

Interpersonal and Communication Skills:

Has an open, honest and consistent approach to working with others

- Has the ability to communicate effectively at all levels, both formally and informally
- Seeks out and values others' input and expertise when appropriate
- Possesses a systems orientation and has a strong understanding of process management

- Is detail oriented and a clear analytical thinker who is able to see the impacts of taking one action over another
- Possesses the ability to see the big picture, yet is investigative and takes note of the intricate pieces

Personal Management Skills:

- Demonstrates self-confidence, interpersonal flexibility and perseverance
- Establishes and monitors achievement of performance measures as a basis of effective management
- Is politically astute having the necessary understanding of political and environmental culture and how the differing forces of the organization will provide challenges to a demanding decision making process
- Presents facts clearly and logically to support an argument
- Personally resolves constituent's problems and gives prompt advice
- Strong customer relationship development experience
- Is multi-task oriented having the ability to change gears quickly in a fast-paced environment
- Can manage variable workloads and tight deadlines, analyze, assess and make appropriate recommendations both internally and externally
- Results-oriented business approach; an initiator who takes a proactive approach to problem solving and communication
- Continuously seeks to stay current and be at the leading edge in the field
- Understands organizational challenges and is a "progressive idea person" committed to excellence and innovation in the workplace
- Self-motivated and encourages others to achieve personal excellence

Physical Demands:

- Ability to move among stage equipment, delicate instruments, and performers without jeopardizing safety of same or self
- While performing the duties of this job, the employee is regularly required to talk and hear
- The employee frequently is required to stand and walk
- The employee must occasionally lift and/or move up to 50 pounds
- Hearing sensitive to nuance of acoustics, timbre and balance in order to supervise amplification and provide input to acoustical environment of a performance space
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Work Environment:

Due to the schedule of rehearsals, concerts and related events, this position demands flexibility with hours and the ability to work nights and weekends.

Compensation:

This position offers a competitive salary and benefits package. All aspects of compensation will be reviewed in a personal interview.